

Washington State Health Care Authority



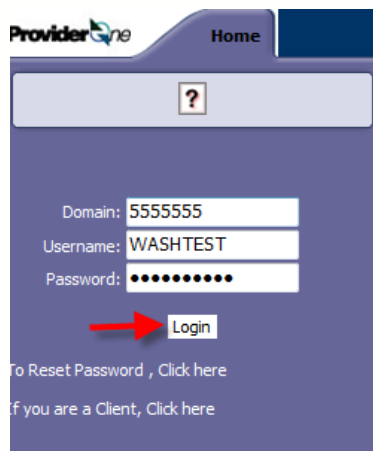
Creating Users and Adding profiles to user accounts
Updated March 2013

ProviderOne Security

- How to create users in ProviderOne
- How to add user profiles
- System Administrator Tips
- Error Messages in ProviderOne
- Contact Us

ProviderOne Security

Log into ProviderOne, select the **EXT Provider System Administrator** profile and click **GO**.



The image shows the ProviderOne login interface. At the top, there is a 'ProviderOne' logo and a 'Home' button. Below this is a search bar with a question mark icon. The main section contains three input fields: 'Domain:' with the value '5555555', 'Username:' with the value 'WASHTEST', and 'Password:' with a masked password of ten dots. A red arrow points to the 'Login' button below the password field. At the bottom, there are two links: 'To Reset Password, Click here' and 'If you are a Client, Click here'.



The image shows the 'Welcome to the Medicaid Management Information System for' screen. It features the Washington State Department of Social & Health Services (DSHS) logo. Below the logo, there is a dropdown menu labeled 'Select a profile to use during this session:' with the value 'EXT Provider System Administrator'. To the right of the dropdown is a 'Go' button, which is highlighted with a red arrow.

Please Note: If you are the system administrator and do not have this profile assigned to your user account, please contact ProviderOne Security Team via email provideronesecurity@hca.wa.gov.

ProviderOne Security

To create a user account, scroll down until you see the title **Admin** then click **Maintain Users**.

The screenshot displays the ProviderOne System Administrator web application. The interface includes a top navigation bar with a 'My Inbox' tab and a welcome message: 'Welcome people record, Provider. You have logged-in with EXT Provider System Administrator profile.' Below this, a sidebar on the left lists various administrative functions under categories like Payments, ProviderOne-Generated Invoices, Managed Care, Prior Authorization, Provider, HIPAA, and Admin. The 'Admin' category is highlighted with a red circle, and the 'Maintain Users' link is pointed to by a red arrow. The main content area shows a 'Manage Alerts' section with a table of alerts, currently displaying 'No Records Found!'. A red arrow points to the vertical scroll bar on the right side of the main content area.

ProviderOne System Administrator

Welcome people record, Provider. You have logged-in with EXT Provider System Administrator profile.

Path: Provider Portal
ProviderOne Id(NPI):
Name: WASHINGTON STATE UNIVERSITY

Payments
View Payment
View Accounts Receivable Invoice
View Capitation Payment

ProviderOne-Generated Invoices
View Invoice
Validate Invoice

Managed Care
View Enrollment Roster
View ETRR

Prior Authorization
On-line Prior Authorization Submission
Prior Authorization Inquiry
Prior Authorization Adjustment

Provider
Provider Inquiry
Manage Provider Information
Initiate New Enrollment
Track Application

HIPAA
Submit HIPAA Batch Transaction
Retrieve HIPAA Batch Responses

Admin
Change Password
Maintain Users

Manage Alerts

My Reminders:
Filter By:
Read Status: Go

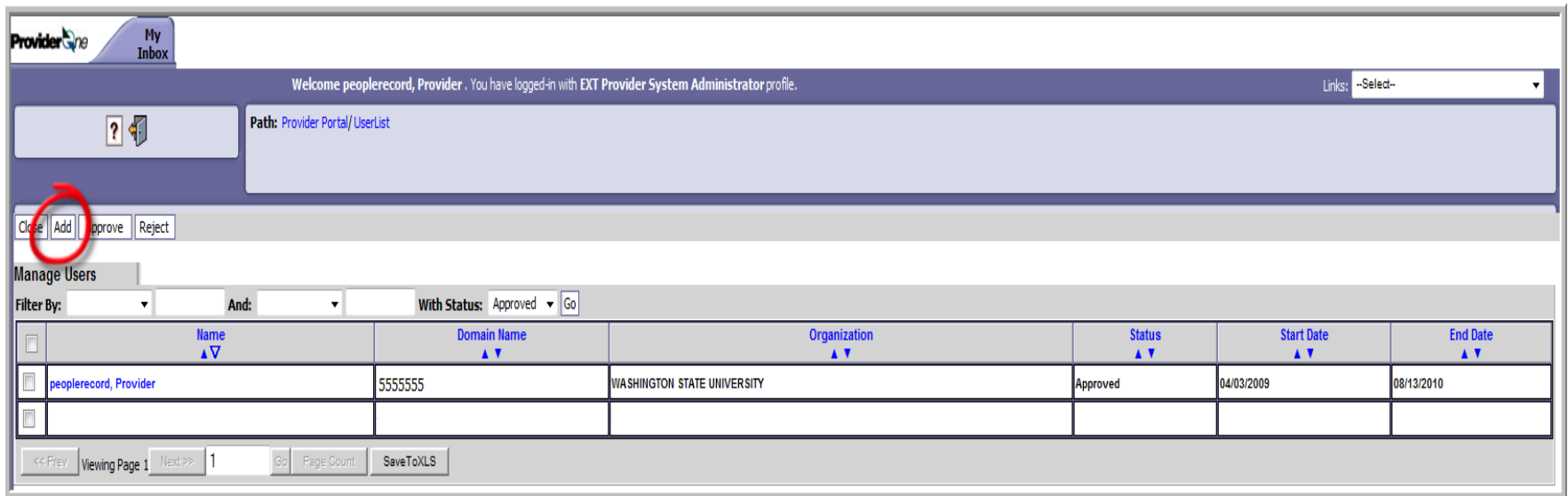
Alert Type	Alert Message	Alert Date	Due Date	Read
No Records Found!				

ProviderOne Security

Scroll Bar

ProviderOne Security

The Next window will display a list of the users with accounts on your domain. Click **ADD**, to add a new user.



The screenshot shows the ProviderOne Security interface. At the top, there is a 'My Inbox' tab and a welcome message: 'Welcome peoplerecord, Provider. You have logged-in with EXT Provider System Administrator profile.' Below this, there is a 'Path: Provider Portal/ UserList' section. A navigation bar contains buttons: 'Close', 'Add', 'Approve', and 'Reject'. The 'Add' button is circled in red. Below the navigation bar is the 'Manage Users' section. It includes a filter bar with 'Filter By:', 'And:', and 'With Status: Approved' followed by a 'Go' button. Below the filter bar is a table with the following columns: Name, Domain Name, Organization, Status, Start Date, and End Date. The table contains one row with the following data: Name: peoplerecord, Provider; Domain Name: 5555555; Organization: WASHINGTON STATE UNIVERSITY; Status: Approved; Start Date: 04/03/2009; End Date: 08/13/2010. At the bottom of the table, there is a pagination bar with '<< Prev', 'Viewing Page 1', 'Next >>', '1', 'Go', 'Page Count', and 'SaveToXLS'.

Name	Domain Name	Organization	Status	Start Date	End Date
peoplerecord, Provider	5555555	WASHINGTON STATE UNIVERSITY	Approved	04/03/2009	08/13/2010

ProviderOne Security

The screenshot shows a web browser window titled "Add User - Windows Internet Explorer". The page has a header with a question mark icon and a title bar. Below the header, there is a section titled "Add User:" followed by the instruction "Please enter the following information:". The form contains several fields with asterisks indicating required fields:

- First Name: Larry *
- Middle Name: D *
- Last Name: Booker *
- User Login ID: BookeLD *
- User Type: Batch User *
- Date of Birth: 01/21/1957 *
- EID: 0121 *
- Domain Name: 5555555
- Start Date: 07/15/2010 *
- Expiration Date: 12/31/2999 *
- Status: In Review *
- Comments: (empty text area)

At the bottom of the form, there are "Next" and "Cancel" buttons. A red arrow points to the "Next" button. The footer of the browser window shows the page ID as "dlgAddNewUser/Admin", the environment as "Local intranet", and the server time as "07/15/2010 02:13:07 PDT".

First Name: first name of user

Middle Name: not required

Last Name: last name of user

User Login ID: this field will auto populate, but the user login can be changed if desired

User Type: default is Batch User

Date of Birth: this is a required field and must be entered in MM/DD/CCYY format

EID: Employee ID is a required field, must be different for each user. Please do not use SSN or tax ID numbers

Start Date: Will populate with today's date

Expiration Date: the default is 12/31/2999 , this date can be changed

Status: In Review

Comments: not required

Click Next

ProviderOne Security

User Login ID: Displays the user login for the account you are creating

Domain: displays the domain number you are logged into

Password and Confirm Password: enter the same password in both fields. This password is only used here, do not give to the user. See the password slide later in this presentation.

Email: enter the users email address, this is a required field. This is the email used to send the login information.

Phone Number: enter the users telephone number

Please Note: The remaining fields are not required. Your address will be captured in the enrollment activities.

Click Finish

Welcome to MMIS - Windows Internet Explorer

Add User:

Please enter the following information:

User Login ID: BookeLD Domain: 5555555

Password: * Confirm Password: *

Email: provideronsecurity@dshs.wa.gov *

Phone Number: 8005623022 * Pager Number:

Mobile Number:

Address Line 1: Address Line 2:

(Enter Street Address or PO Box Only)

Address Line 3: City/Town:

State/Province: County:

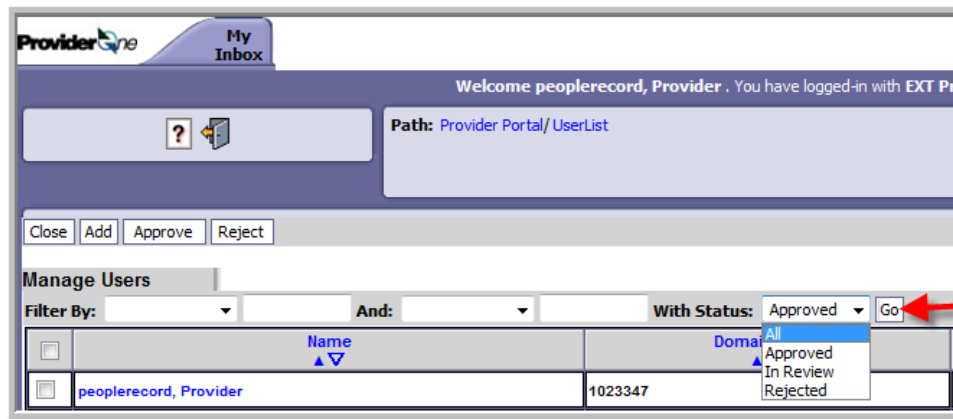
Country: Zip Code: - Address

Page ID: dlgAddNewUser2(Admin) Environment: ED1 ID: wapwebm05_6080 Server Time: 07/15/2010 02:49:38 PDT

Done Local intranet | Protected Mode: Off 105%

ProviderOne Security

ProviderOne only displays approved accounts. To find the new addition:



ProviderOne My Inbox

Welcome peoplercord, Provider . You have logged-in with EXT Pr

Path: Provider Portal/ UserList

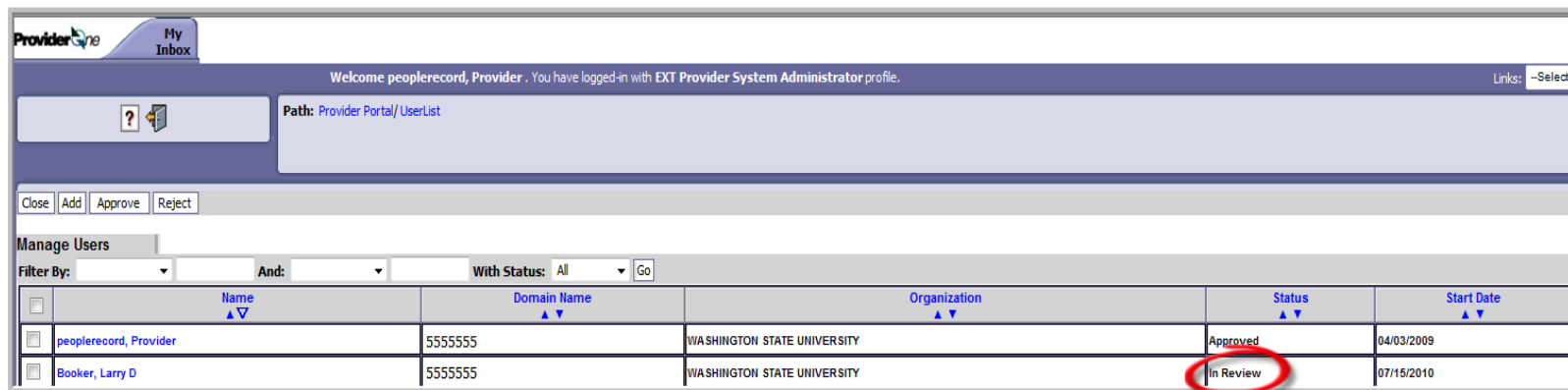
Close Add Approve Reject

Manage Users

Filter By: And: With Status: Approved Go

	Name	Domain
<input type="checkbox"/>	peoplercord, Provider	1023347

Change "with status" from Approved to "**All**" and click **GO**, this will display all user accounts. The newly created user account is "in review" status and must be approved.



ProviderOne My Inbox

Welcome peoplercord, Provider . You have logged-in with EXT Provider System Administrator profile. Links: -Select

Path: Provider Portal/ UserList

Close Add Approve Reject

Manage Users

Filter By: And: With Status: All Go

	Name	Domain Name	Organization	Status	Start Date
<input type="checkbox"/>	peoplercord, Provider	5555555	WASHINGTON STATE UNIVERSITY	Approved	04/03/2009
<input type="checkbox"/>	Booker, Larry D	5555555	WASHINGTON STATE UNIVERSITY	In Review	07/15/2010

ProviderOne Security

Click the users name to display **user details**. Notice the account is “in Review” status. You approve the account by clicking on the approve button.

ProviderOne My Inbox

Welcome people record, Provider . You have logged-in with EXT Provider System Administrator profile.

Path: Provider Portal/ UserList/ UserDetails
User Login Id: BookerLD Name: Booker, Larry D

Close Save Approve Reject

User Details:

First Name: Larry Middle Name: D

Last Name: Booker Lock User: ☐

Date of Birth: 01/21/1957 Domain Name: 5555555

EID: 0121 UserType: Batch User

User Name: BookerLD

Password: Confirm Password:

Address Line 1: Address Line 2:

(Enter Street Address or PO Box Only)

Address Line 3: City/Town:

State/Province: County:

Country: Zip Code: Address

Start Date: 07/15/2010 Expiration Date: 12/31/2999

Status: In Review

Reason Code: None

Remarks:

Click OK on the next two windows.

Message from webpage

Record(s) approval will affect the period for associated entities. Do you want to continue?

OK Cancel

No remarks are required

Update Status - Windows Internet Explorer

Update Status

Status Type: Approved

Reason Code: None

Remarks:

OK Cancel

Page ID: sigUserAcctUpdateStatusEntry (Admin) Environment: ID: Server Time: 07/15/2010 03:44:50 PDT

Local intranet | Protected Mode: Off 105%

ProviderOne Security

ProviderOne My Inbox

Welcome people record, Provider. You have logged in with EXT Provider System Administrator profile. Links: --Select--

Path: Provider Portal/ UserList/ UserDetails
User Login Id: BookELD Name: Booker, Larry D

Close Save

User Details:

First Name: Larry Middle Name: D

Last Name: Booker Lock User: ☐

Date of Birth: 01/21/1957 Domain Name: S555555

EID: 0121 UserType: Batch User

User Name: BookELD

Password: Confirm Password:

Address Line 1: Address Line 2:

(Enter Street Address or PO Box Only)

Address Line 3: City/Town:

State/Province: County:

Country: Zip Code: Address

Start Date: 07/15/2010 Expiration Date: 12/31/2999

Status: Approved

Reason Code: None

Remarks:

Show: --SELECT--
--SELECT--
Associated Profiles
Check List

- The new account is now in approved status.
- Associated Profiles must now be added to the users account, profiles allow the user to complete tasks in ProviderOne.
- Click the dropdown in the upper right and select "Associated Profiles"

ProviderOne Security

The following window will display.

- Change “with status” to All and click **GO**.
- Click **ADD** in the upper left to display the list of profiles.

ProviderOne My Inbox

Welcome peoplerecord, Provider . You have logged-in with EXT Provider System Administrator profile.

Path: Provider Portal/ UserList/ UserDetails/ UserProfileList
User Login Id: BookeLD Name: Booker, Larry D

Close Add Approve Reject

Manage User Profiles

Filter By: [v] With Status: Approved [v] Go

Name	Description	Start Date
No Records Found !		

ProviderOne Security

- Select the profile(s) you wish to assign to the users account
- Click >> to move the profiles to the Associated Profiles field
- then click **OK**

Welcome to MMIS - Windows Internet Explorer

?

Add New Profiles to User:

User Name: Booker, Larry D

Start Date: * 07/15/2010 End Date: * 12/31/2999

Available Profiles		Associated Profiles
EXT Provider Claims Submitter	<div>>></div> <div><<</div>	EXT Provider Eligibility Checker-Claims Submitter
EXT Provider Download Files		EXT Provider Claims Payment Status Checker
EXT Provider File Maintenance		
EXT Provider File View Only		
EXT Provider Managed Care Only		
EXT Provider Super User		
EXT Provider System Administrator		
EXT Provider Upload Files		
EXT Provider Upload and Download Files		
EXT Provider Eligibility Checker		

Page ID: dlgAssociateNewUserProfile (Admin) Environment: ID: Server Time: 07/15/2010 03:53:04 PDT

Done Local intranet | Protected Mode: Off 105%

OK Cancel

ProviderOne Security

- The profiles are “in review” status and you need to approve.
- Check the first check box (this will select all profiles) and click the approve button on the top left.

ProviderOne My Inbox

Welcome peoplerecord, Provider . You have logged-in with EXT Provider System Administrator profile. Links: ~Select~

Path: Provider Portal/ UserList/ UserDetails/ UserProfileList
User Login Id: BookELD Name: Booker, Larry D

Close Add Approve Reject

Manage User Profiles Show: ~SELECT~

Filter By: With Status: All Go

	Name	Description	Start Date	End Date	Status
<input checked="" type="checkbox"/>					
<input checked="" type="checkbox"/>	EXT Provider Claims Payment Status Checker	EXT Provider Claims Payment St...	07/15/2010	12/31/2999	In Review
<input checked="" type="checkbox"/>	EXT Provider Eligibility Checker-Claims Submitter	EXT Provider Eligibility Check....	07/15/2010	12/31/2999	In Review

<< Prev Viewing Page 1 Next >> 1 Go Page Count SaveToXLS

Click **OK** on the next window. (No remarks are required)

Update Status - Windows Internet Explorer

Update Status

Status Type: Approved *
Reason Code: None
Remarks:

OK Cancel

Page ID: dgUpdateStatusEntry Environment: ID: Server Time: 07/15/2010 04:00:32 PDT
Do Local intranet | Protected Mode: Off 105%

ProviderOne Security

The profiles are now approved and the user will receive two system generated emails:

- One with the domain and username and,
- Another with their temporary password.

The screenshot displays the ProviderOne Security web application. At the top, a navigation bar includes a 'My Inbox' link. Below this, a welcome message states: 'Welcome peoplerecord, Provider. You have logged-in with EXT Provider System Administrator profile.' The breadcrumb path is 'Path: Provider Portal / UserList / UserDetails / UserProfileList', and the user information is 'User Login Id: BooketLD' and 'Name: Booker, Larry D'. A toolbar contains buttons for 'Close', 'Add', 'Approve', and 'Reject'. The main section is titled 'Manage User Profiles' and includes a 'Filter By:' dropdown and a 'With Status: All' filter. A table lists two user profiles, both with a status of 'Approved'. A red circle highlights the 'Status' column for both rows. At the bottom, there are pagination controls showing 'Viewing Page 1' and a 'SaveToXLS' button.

Name	Description	Start Date	End Date	Status
EXT Provider Claims Payment Status Checker	EXT Provider Claims Payment St...	07/15/2010	12/31/2999	Approved
EXT Provider Eligibility Checker-Claims Submitter	EXT Provider Eligibility Check...	07/15/2010	12/31/2999	Approved

ProviderOne Security

ProviderOne My Inbox

Welcome peoplerecord, Provider. You have logged-in with EXT Provider System Administrator profile. Link: --Select--

Path: Provider Portal / UserList / UserDetails / UserProfileList
User Login Id: BooketLD Name: Booker, Larry D

Close Add Approve Reject

Manage User Profiles Show: --SELECT--

Filter By: With Status: All Go

	Name	Description	Start Date	End Date	Status
<input type="checkbox"/>	EXT Provider Claims Payment Status Checker	EXT Provider Claims Payment St...	07/15/2010	12/31/2999	Approved
<input type="checkbox"/>	EXT Provider Eligibility Checker-Claims Submitter	EXT Provider Eligibility Check...	07/15/2010	12/31/2999	Approved

<< Prev Viewing Page 1 Next >> 1 Page Count SaveToXLS

- Please advise the new user to log into ProviderOne as soon as possible, using the credentials they receive in the emails.
- The new user will be prompted to change their password.
- The new user is advised to set their security question and answer.
- The answer to the security question is case sensitive.

ProviderOne Security

- Click close to return to user details screen.
- Click close to return to the manage user list screen.

The new user has been successfully added to ProviderOne.

- Add another user if desired or,
- Click the close button to return to the provider portal.

ProviderOne Security

Additional ProviderOne tips for the domain Administrator.

ProviderOne Security

The username can be changed on the **User Details** window. Overwrite the current username and click save.

ProviderOne My Inbox

Welcome people record, Provider. You have logged-in with EXT Provider System Administrator profile.

Path: Provider Portal/ UserList/ UserDetails
User Login Id: BookerLD Name: Booker, Larry D

Close Save

User Details:

First Name: Larry Middle Name: D

Last Name: Booker Lock User: ☐

Date of Birth: 01/21/1957 Domain Name: SSSSSSS

EID: 0121 UserType: Batch User

User Name: BookerLD

Password: Confirm Password:

Address Line 1: Address Line 2:

(Enter Street Address or PO Box Only)

City/Town:

State/Province: County:

Zip Code: Address

Start Date: 07/15/2010 Expiration Date: 12/31/2999

Status: Approved

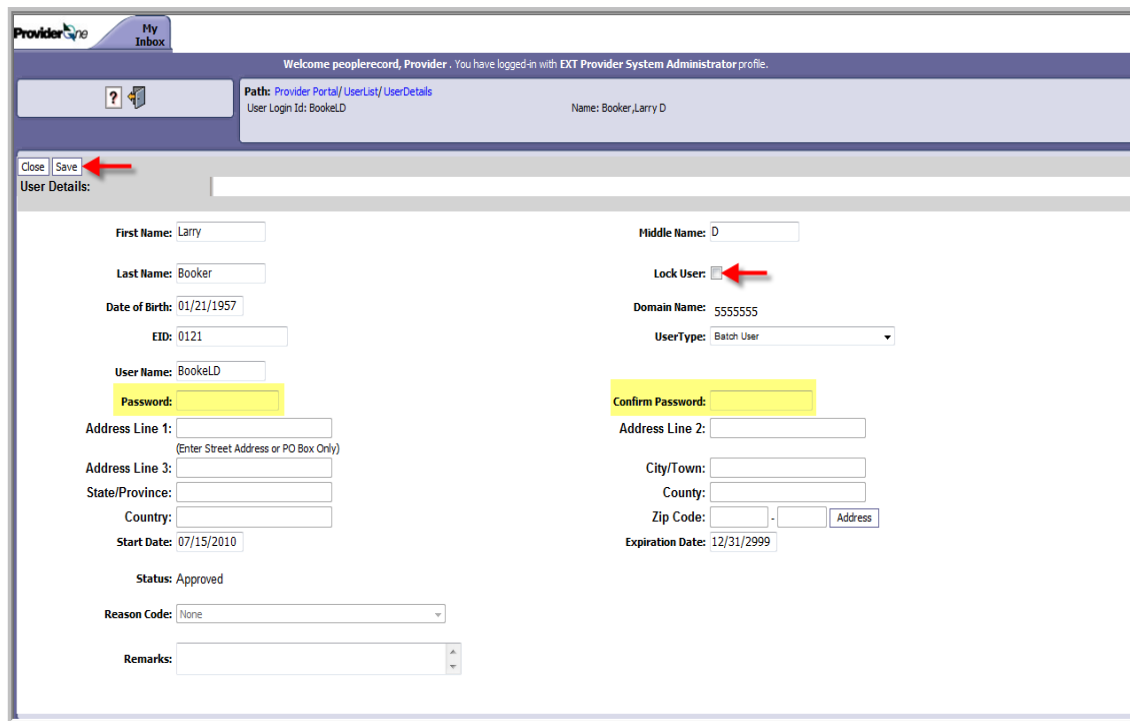
Reason Code: None

Remarks:

- If the username is created before the account is approved, the system will generate an email to the new user.
- If the username is changed after the account is approved, give the staff user the username.

ProviderOne Security

The password can be reset on the user details window.



The screenshot shows the 'User Details' window in the ProviderOne system. At the top, there is a navigation bar with 'My Inbox' and a welcome message. Below this, the 'Path' is 'Provider Portal / UserList / UserDetails' and the user is logged in as 'EXT Provider System Administrator'. The user's name is 'Booker, Larry D' and their login ID is 'BookerLD'. The 'User Details' section contains various fields: 'First Name' (Larry), 'Middle Name' (D), 'Last Name' (Booker), 'Date of Birth' (01/21/1957), 'EID' (0121), 'User Name' (BookerLD), 'Password' (highlighted in yellow), 'Confirm Password' (highlighted in yellow), 'Address Line 1' through 'Address Line 3', 'State/Province', 'Country', 'Start Date' (07/15/2010), 'Status' (Approved), 'Reason Code' (None), and 'Remarks'. There are also fields for 'Lock User' (checked), 'Domain Name' (SSSSSSS), 'UserType' (Batch User), 'City/Town', 'County', 'Zip Code', and 'Expiration Date' (12/31/2999). A red arrow points to the 'Save' button at the top left of the form.

Enter the new password, confirm password then click save at the top. The password change was successful if an error message is not displayed. Give the user the new password. Once the password is entered by the user, they will be prompted to change it.

The user can be unlocked here also.

If the user account is locked, there will be a check in the lock user box. Simply uncheck the box and click save.

ProviderOne Security

ProviderOne Password Requirements

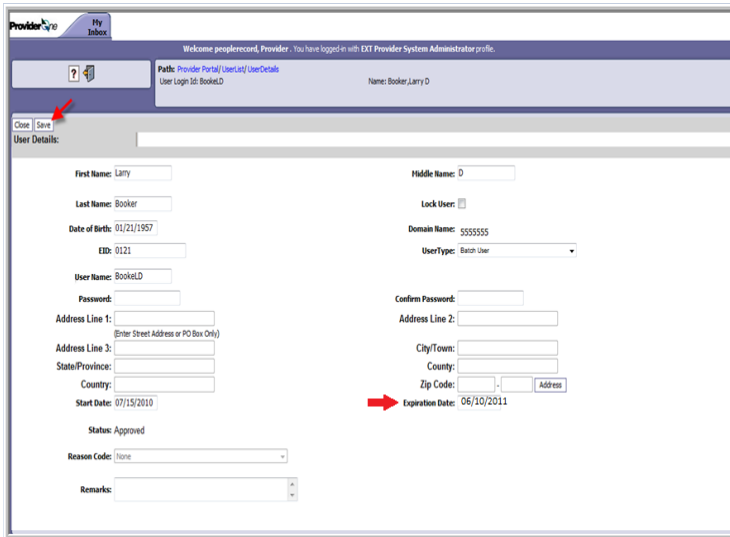
The password must:

- Be at least 8 characters long
- Contain at least one letter
- Contain at least one number
- Contain at least one of the following special characters:
 , . ! @ # \$ % ^ & * () _ + - < >
- The “permanent” password will expire after 120 days

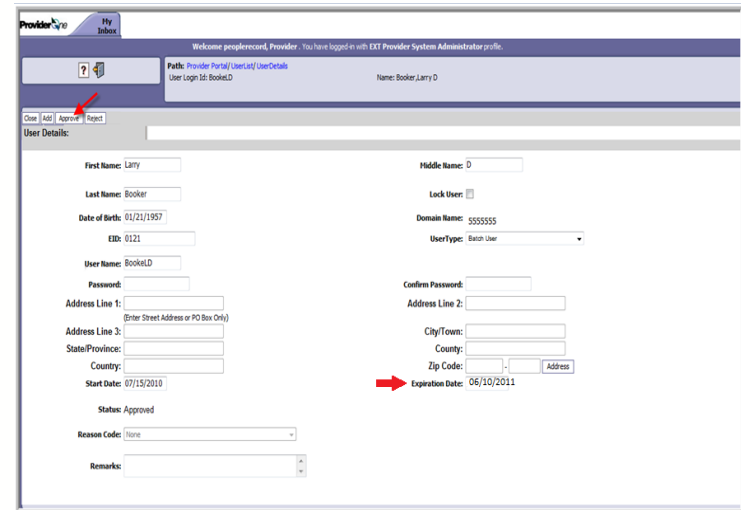
The password cannot be the same as your five previous passwords. ProviderOne stores the last five passwords used with your account so they cannot be reused.

ProviderOne Security

If a user no longer needs access to ProviderOne you, as the system administrator, can expire the user account.



This screenshot shows the 'User Details' form in the ProviderOne system. The form contains fields for personal and professional information: First Name (Larry), Middle Name (D), Last Name (Booker), Lock User (checkbox), Date of Birth (01/21/1957), Domain Name (5555555), EID (0121), User Type (Batch User), User Name (BookerLD), Password, Confirm Password, Address Line 1, Address Line 2, City/Town, State/Province, Country, Zip Code, Start Date (07/15/2010), Expiration Date (06/10/2011), Status (Approved), Reason Code (None), and Remarks. A red arrow points to the 'Save' button in the top left corner of the form.



This screenshot shows the same 'User Details' form as the previous one, but with a red arrow pointing to the 'Approve' button in the top left corner of the form. The 'Expiration Date' field is still set to 06/10/2011.

- Enter today's date in the Expiration Date field
- Click save
- The system requires approval, click approve
- Then OK on the next window.

The expiration will be saved and the account will be removed from your view after the system refreshes overnight.

ProviderOne Security

If a user no longer needs a specific profile the system administrator can expire that profile.

- Access the user's file
- Go to the Manage User Profile list
- Click on the profile name



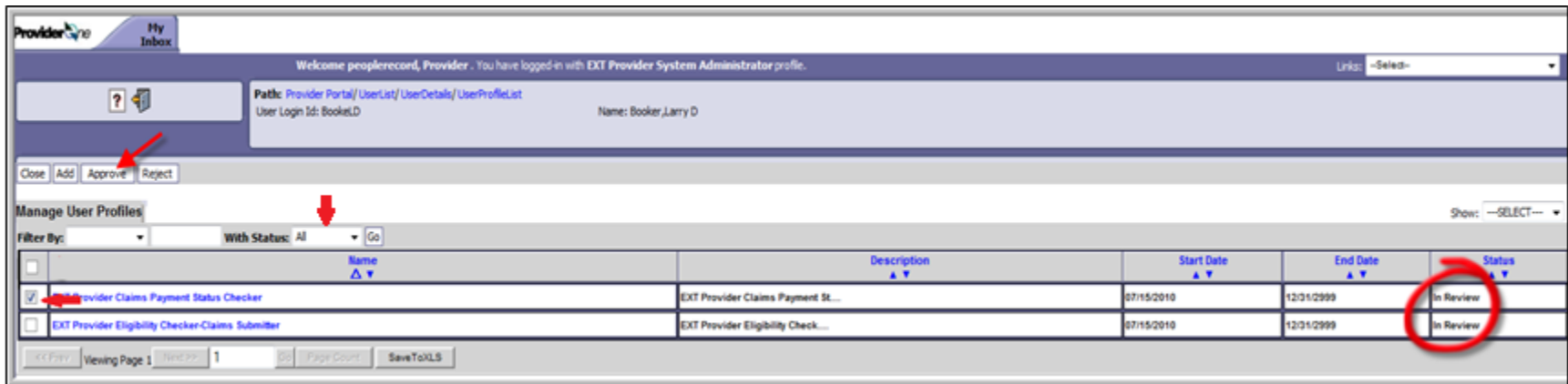
You cannot back date, use today's date or a future date.

- At the User Profile Details screen simply add an end date, save and close.

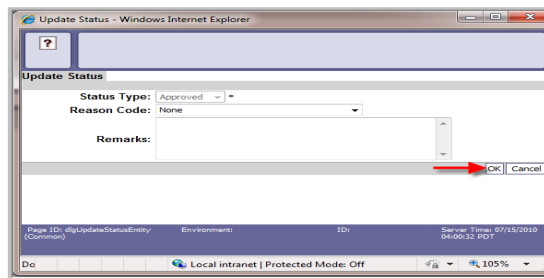
(continues next slide)

ProviderOne Security

- The expired profile is now “in review” status and you need to approve. (See slide 11)
- Check the box of the profile to expire and click the approve button on the top left.

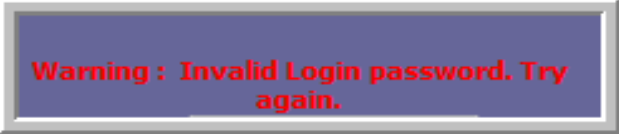
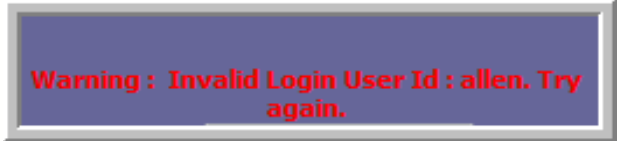
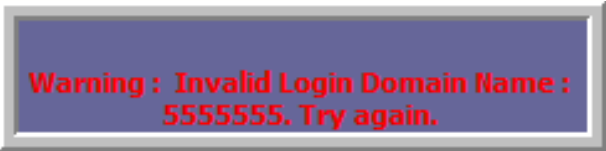
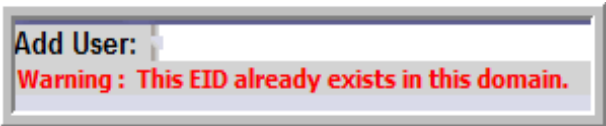


- Click **OK** on the next window. (No remarks are required)

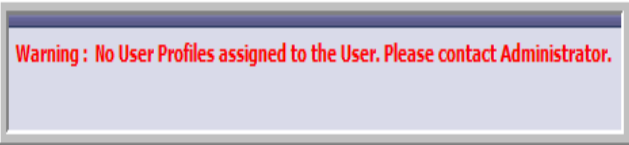
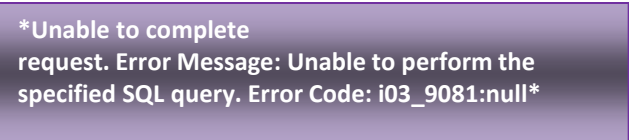
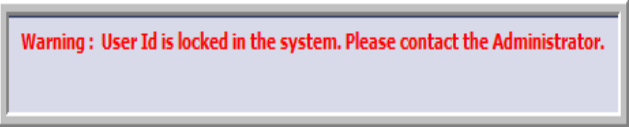
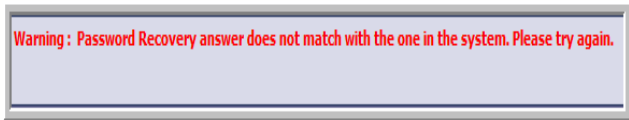


- The expiration will be saved and the profile will no longer be available to the user after the expiration date.

ProviderOne Security

Error Message	Definition	Solution
	The password entered was incorrect	Enter the correct password or contact your administrator to reset the password.
	The user ID (i.e. username, login ID) is incorrect.	Enter the correct user ID, the user ID is case sensitive.
	The domain name (i.e. domain number) is incorrect.	Enter the correct Domain Name (i.e. domain number).
	When adding a new user, the EID (Employee ID number) is the same as another users	The employee ID number must be unique, enter a different number for the employee ID to proceed.

ProviderOne Security

Error Message	Definition	Solution
	There are no profiles assigned to your user account.	The system administrator will need to add user profiles to the account. The user cannot log in until the profiles are added.
	This error normally occurs when a claim is being submitted.	In Internet Explorer, go to tools, popup blockers and turn off the popup blockers.
	The user account is locked.	The only way to correct this error is to contact the system admin to unlock the user account. Once the account is unlocked, the user can successfully log in.
	The answer to your secret question is incorrect.	Enter the correct answer or contact the system administrator to reset the password.

ProviderOne Security

Contact Us

ProviderOne Security email: provideronesecurity@hca.wa.gov

ProviderOne Claims Assistance 800.562.3022 option 3

Provider Enrollment 800.562.3022 ext. 16137

Provider Training information:

<http://hrsa.dshs.wa.gov/provider/training.shtml>